More Than Books at the Yonkers Public Library
Innovative Partnerships to Address Social Determinants of Health in the Community
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1. Yonkers Public Library; 2. CLUSTER Community Services; 3. Montefiore Hudson Valley Collaborative

PROBLEM
On any given day, librarians at the Yonkers Public Library (YPL) are asked a wide variety of questions, including:

“I just lost my job. Can you help me file for unemployment and find work?”

“I need to find a rehab center for a family member.”

“I don’t have medical insurance. How can I see a doctor?”

“My kids and I are sleeping on a friend’s couch, can you help us find housing?”

“I’m homeless and feel unsafe at the shelter. What are my housing options?”

The public sees us as a trusted source of information able to assist their most pressing needs, but most librarians are not trained to handle these types of questions. So, how can the library utilize the unique relationship we have with our patrons to help build a strong community?

GOAL
Demonstrate how a successful cross-sector partnership among the YPL, CLUSTER, Inc. and Montefiore Hudson Valley Collaborative (MHVC) can effectively address Social Determinants of Health (SDH) needs, improve linkage to primary care and a resource hub

- Expanding the public’s access to health and social service information and resources
- Providing much-needed individual help to vulnerable populations, including families, seniors, low-income individuals and people experiencing homelessness
- Building local partnerships with an overall goal of creating stronger and healthier communities
- Reinforcing the value of Yonkers Public Library as a critical link to the community and a resource hub

According to a 2016 Pew Research Center report on library usage and engagement, about 78% of adults feel that public libraries help them find information that is trustworthy and reliable.

STRATEGY
Offer weekly case management services at the library with personalized one-on-one consultation
- Case managers are onsite 3x/week
- Bilingual services available from the case managers and the librarians

Refrer patrons/clients to services and healthcare
- Case managers are employed through CLUSTER, Inc., a Yonkers-based supportive services agency with a large network of services to greatly expand the library’s ability to provide on-the-spot health information, resources and referrals, including:
  - Affordable housing connections
  - ODS navigation
  - Application for public benefit(s)
  - Tenant-landlord disputes
  - School mediation
  - Mental health referrals
  - Medicaid/Medicare applications
  - Job applications
  - Immigration service referrals
  - Legal service referrals
  - Emergency housing assistance

Address attitudes of library staff toward Serious Mental Illness (SMI) and people experiencing homelessness through anti-stigma training
- Six workshops covering active listening, working with people experiencing chronic homelessness and understanding people with mental illness were offered; 90 staff participated in one or all sessions.

Partner with MHVC and Einstein College of Medicine to conduct an ongoing community health survey collecting Patient Reported Outcomes and SDH needs
- Researchers are collecting data at two library locations that will help us make strategic program and service decisions

ASSESSMENT PROCESS
- Initial intake tool (housing, health, income, other and “What Matters to You” sections)
- Client Follow-up (4 weeks) | Client Follow-up (six months)
- Client satisfaction survey

Asking “What Matters to You?” Changes the Outcome

<table>
<thead>
<tr>
<th>Primary Reason for Visit</th>
<th>“What Matters to You”</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Help</td>
<td>Need help with stress, depression, housing and transportation.</td>
<td>Refer to Mental Health Services Information Line and plan for follow up</td>
</tr>
<tr>
<td>Imminent Risk of homelessness (home eviction)</td>
<td>“Getting a handle on my Parkinson’s disease and creating a health care prep.”</td>
<td>Refer to Legal Services Hudson Valley charity health care assistance program for housing and legal services provided to clients’ children</td>
</tr>
</tbody>
</table>

MAIN SDH NEEDS

<table>
<thead>
<tr>
<th>Housing Issue to Address</th>
<th>Income Issue to Address</th>
<th>Employment Help</th>
<th>Fears about future (one consult)</th>
<th>Fears about money (one consult)</th>
</tr>
</thead>
<tbody>
<tr>
<td>n=342</td>
<td>Revenue and expenses</td>
<td>2%</td>
<td>9%</td>
<td>6%</td>
</tr>
<tr>
<td>Health</td>
<td>Health</td>
<td>17%</td>
<td>26%</td>
<td>16%</td>
</tr>
<tr>
<td>Housing</td>
<td>Income</td>
<td>17%</td>
<td>26%</td>
<td>16%</td>
</tr>
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FUTURE WORK
- Program development based on data from the Patient Reported Outcomes survey, including a) Partnership with American Heart Association and Westchester County Health Department to get blood pressure cuffs in the library for check out and b) Partnership with MHVC and the American Lung Association for smoking cessation program
- Long-term program sustainability
- Community-wide workshops assessing and addressing stigma around homelessness